



**CUSTOMER SERVICE NOTICE FROM EFTEL GROUP
(Eftel Ltd, aaNET Pty Ltd, ClubTelco Pty Ltd, Engin Pty Ltd)**

Extreme Weather events impact service in the Northern Rivers, Mid North Coast and North West Slopes and Plains Districts in New South Wales.

The Eftel Group (Eftel Ltd, aaNET Pty Ltd, ClubTelco Pty Ltd, Engin Pty Ltd) is currently working to manage the impact on our customers that occurred as a result of a series of extreme weather events in the Northern Rivers, Mid North Coast and North West Slopes and Plains region in New South Wales on or about Friday 22nd February 2013 through to Monday 25th February 2013.

Thunderstorms, heavy rain and flash flooding have caused notable damage to the network, rendering some services faulty, as referred to in Telstra Wholesales Mass Service Disruption Notification which can be found at <http://telstra.com.au/abouttelstra/commitments/mass-service-disruption/>

A customer service notice regarding this service disruption will also be published in the Sydney Daily Telegraph on the 6th March 2013.

The Eftel Group is working closely with suppliers and wholesalers to assess and repair the damage to affected services in a timely manner. Customers in these regions may experience service disruptions and delays to normal connection times and fault restoration.

Because these events are outside the Eftel Group's control, Eftel is claiming an exemption under Section 21 of the Telecommunications (Customer Service Guarantee) Standard 2011 from the normal performance standards. The exemption shall apply from **1st March to 19th April 2013** inclusive. This date is indicative only; customers should anticipate that some further delays may occur.

Approximately 6,500 services are currently affected as part of this outage and phone numbers in the following ranges may have been affected:

02 5524 0000 To 02 5525 5999
02 5620 0000 To 02 5622 8999
02 5712 9000 To 02 5712 9999
02 6538 0000 To 02 6538 3999

02 6550 3000 To 02 6569 9999
02 6580 0000 To 02 6604 9999
02 6720 0000 To 02 6786 1999
02 6618 0000 To 02 6701 9999

Eftel customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Eftel on 1300 550 550 and quoting Exemption Reference Number **NSW_10_CSGNOTICE_01032013**.

aaNet customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting aaNet on 1300 665 076 and quoting Exemption Reference Number **NSW_10_CSGNOTICE_01032013**.

ClubTelco customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting ClubTelco on 138352 and quoting Exemption Reference Number **NSW_10_CSGNOTICE_01032013**.

Engin customers can enquire about CSG payment eligibility or the basis for claiming this exemption by contacting Engin on 1300 305 000 and quoting Exemption Reference Number **NSW_10_CSGNOTICE_01032013**.

Alternatively customers may choose to contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. The Eftel Group would like to apologise for any inconvenience caused by the damage, and thank all affected customers for their patience while repair work is carried out. A copy of this notice is available on our websites at www.eftelretail.com.au , www.aanet.com.au , www.clubtelco.com and www.engin.com.au .